

# Operational Update:

4<sup>th</sup> December 2020

Normal or nearly normal	Service degraded, some delays	Service severely degraded, major delays
<b>Overall status</b>		
<p><b>Key points:</b> We are working vessels in the order of their arrival with vessel berthing delays now in the 9-12-day range. Based on the average time between Lines advised ETA and actual berthing time over the last 4 weeks to 29/11, the average delayed berth time has been 8.0 days across all vessels through the terminal but for the last week to 29/11 it was 10 days. With heavy import volumes on most vessels and delays suffered through congestion in the Terminal throughout this week (95-109% utilisation) the delay profile is unfortunately extending. Lines are taking action to mitigate delays by reviewing schedules so please continue to check our long-range berth plan line up and website for the latest information.</p> <p>R&amp;D Operations this past week has been severely impacted due to Automation stoppage which reduced our truck grid capacity by 50%. As a consequence, we have averaged 50.9 minutes across the past week with the majority of the exchange through M-Strads.</p> <p>We wish to advise that on Saturday 5 December we will be undertaking VBS system maintenance from 1100 to 1130 hours. Please ensure that VBS bookings have been made and/or edited before 1100 hours as the VBS system will be unavailable during this time. POAL staff will not be able access the system during this time so please contact us before 1030 hours if you require assistance with VBS bookings. There will be no impact on the trucks being processed at Fergusson Terminal if your drivers have confirmed, correct VBS bookings.</p> <p>Please be aware that our Multi Cargo operations continue to experience significant demand and so please ensure that journeys are planned accordingly factoring in potential delays.</p> <p>We wish to remind transport companies to continue checking POAL <a href="#">website</a> for any changes in shipping schedule with regards to export vessel receiving times. All vessel information is available on our web-site on <a href="#">Expected Arrivals</a> page. If you need to change your booking due to a change in vessel ETA's, please contact Driver Assist Team for assistance. This applies to all export cargo including DG and active reefers.</p>		
<b>Marine Services</b>		
All shifts covered. Pilot times may alter, but generally running to schedule.		
<b>Container Terminal Operations</b>		
<p><b>Berth windows and vessel schedules</b> – Berth windows remain suspended. We estimate we will continue in this state through to February if the current demand profile continues.</p> <p>Please see below the vessels scheduled to arrive over the next few days (note: this is an indication only and may change due to operations):</p> <ul style="list-style-type: none"> <li>• <b>Currently alongside and working:</b> 'Moana Chief 4249' (PACCOS) &amp; 'NYK Furano 070S' (NEASIA)</li> <li>• <b>Berthing 5 December:</b> 'Northern Guild 327S' (CNS)</li> <li>• <b>Berthing 6 December:</b> 'Kota Lembah LEM185' (NZS)</li> </ul>		

We will keep the <a href="#">website</a> updated with the most current information.	
<b>Labour supply</b> – This remains tight and we are continuing to make every effort to employ and train additional staff. This however is not a quick process. We are still working to a continuous 24/7 operation targeting 3 cranes during daytime and 2 at night. Where we can supplement additional capacity relative to the hours of work and fatigue risk management we are. This is as well as providing suitable coverage for road, rail and yard ancillary work.	
<b>Yard Capacity</b> – As of today, the main terminal is approx. 66% utilised and Automation yard at 12%. To illustrate the dynamic nature yesterday we were at 98% utilisation in the main yard, which has been cleared out through import deliveries and exports to vessels.	
<b>Road Services</b> – Wednesday and Thursday R&D ran reasonably well. Over the course of two days we have delivered out 1,558 import containers via road and 224 import containers via rail. Average truck turn times across both days have flexed between 50 and 60 minutes.  Today's R&D operations are running well. There is limited flexibility around VBS bookings, so please continue to monitor the pool. We will be assisting with VBS for fully cleared import DG and reefer containers as well as export cut off. For Late Receival approvals please apply through Customer Service Team.  The upcoming weekend is going to be busy. We expect to receive approx. 4,900 import containers into our yard between now and Tuesday. Road operators, please ensure to target maximum import uplift to help keep yard utilisation at a workable level. Available VBS at the moment are on Saturday afternoon and most of Sunday. Please expect delays to truck turn times on Monday–Wednesday next week and limitations in our ability to provide any additional VBS slots.	
<b>Productivity</b> – still operating at lower than normal productivity levels.	
<b>Rail Services</b> – working well	
<b>Other</b> –	
<b>Multi-Cargo Operations</b>	
<b>Berth and Yard Capacity</b> – Freyberg berths are at 100% utilised and will be for the foreseeable future, Jellicoe berths are at 100%. Container volumes are high with yard utilisation currently also at 100%. The Southern Trader has discharged to Bledisloe and will deliver from there. The usual busy MC volumes are being put under further pressure with additional Fergusson callers planned for the coming week. Bledisloe, Capt. Cook and the Car Handling Facility are currently at 100% utilisation with two PCC vessels currently discharging.  We wish to remind exporters and transport companies that shipping schedules for vessels calling Multi Cargo wharves are fluid and can change without advance notice. We urge you to liaise directly with the shipping lines for most up to date information on vessel receival & cut off times, arrivals and departures.	
<b>Road Services</b> - Container and Breakbulk R&D will continue to be busy for both receivals and deliveries. Bulk R&D ongoing on Freyberg Wharf. Vehicle deliveries are currently steady and will remain throughout the week.	
<b>Other</b> - Regular testing does not replace the need for COVID-19 controls and related PPE. Continue to practice good hygiene and follow port safety and COVID-19 controls.	

**Friendly reminders:** A reminder - Customer Services enquiries should continue to be directed to [CustomerServiceC@poal.co.nz](mailto:CustomerServiceC@poal.co.nz) The team can be reached via their normal phone number: **09 348 5100 ext.1**. Hours of work: Monday to Friday 07:00hrs to 19:00hrs and Saturday 07:00hrs to 15:00hrs.

For Container Terminal VBS Bookings please refer to the bookings system in the first instance. For any essential cargo bookings, hazardous, active reefers or late running export containers please email [driverassist@poal.co.nz](mailto:driverassist@poal.co.nz).

Next update will be Monday 7<sup>th</sup> December 2020.